

What does START offer?

START Offers clinical assessment and support by using the following methods:

- * Training and empowerment for individuals, families, and caregivers
- * Mobile Crisis Units
- * 24/7 crisis line
- * Positive behavior supports
- * Therapeutic tools
- * Community and home-based crisis intervention and stabilization support

SERVICES ARE MOST EFFECTIVE WHEN EVERYONE INVOLVED IN CARE & TREATMENT ACTIVELY PARTICIPATES IN DECISION-MAKING



What can START do for you or your loved one?

- * Ability to remain with families
- * Decreased facility and hospital utilization
- * Increased community participation
- * A continuum of care across all systems of support
- * Successful and healthy lives

Contact Information

My START Coordinator is:

Phone:

START provides 24/7 crisis intervention, information, and referral to individuals residing in HPR IV.

All individuals are assured that concerns will be heard and human rights will be protected. For questions, call and/or write the RBHA Division of Quality & Standards, Consumer & Family Affairs Advocate at (804) 819-4078

Virginia START Region IV

107 South 5th Street
Richmond, VA 23219

**24/7 Toll Free Number
(855) 282-1006**



START / REGION IV



START is a program to support adults with an intellectual disability and/or developmental disability, as well as a mental health condition or challenging behavior that is negatively affecting their quality of life.

**24/7 Toll Free Number
(855) 282-1006**

Operated By:

RBHA | RICHMOND
BEHAVIORAL HEALTH
AUTHORITY

What is START ?

START Emphasizes the prevention of crises before they occur. This is done through early identification of individuals, development of crisis response plans, training, and technical assistance.

The underlying philosophy of **START** is that people's lives go better when everyone involved in supporting the individual works as a team to develop ideas and strategies that will work best for the person.

Who is eligible for START services?

Individuals ages 18 and above with documented evidence of :

- * Intellectual or developmental disability and
- * Mental health or behavioral needs

Who can make a referral to START?

Referrals may be made by individuals and families, Case Managers/Support Coordinators, or other natural supports in a person's life.



Who should be referred to START?

Examples of individuals who might be referred include someone who:

- * is at risk of losing their home or job due to behavioral concerns;
- * has a history of complex medical, behavioral, and/or trauma related issues;
- * has exhibited a significant deterioration in functioning over the past 24 months;
- * has been hospitalized or admitted to a psychiatric hospital or training center;
- * has exhibited behavior that resulted in contact with law enforcement or jail.



What does START do?

Mobile Support

START provides mobile support services to the individual's system in order to maintain stability in their current placement. Services can be provided on a planned or emergency basis.

Consultation

The clinical team will provide 24/7 crisis response and consultation, as well as ongoing preventative, cross systems crisis planning for eligible adults. Once the immediate crisis is resolved, the **START** clinical team will continue to work with the individual and his/her system of supports and services in order to problem solve, reduce the frequency of needed emergency interventions, and assist with ongoing stability.

Therapeutic Respite Home

The **START** therapeutic respite home will have 6 beds, with 3 beds reserved for individuals in crisis and 3 reserved for Planned Therapeutic Respite.

Planned Therapeutic Respite is for Individuals who have not benefited from traditional respite services.

The **START** therapeutic respite home is designed to provide short-term treatment (**up to 30 days**) to stabilize the individual and assess the individual's needs.

